



**Cisco**

**646-230**

*Advanced Unified Communications AM*

**Answer: B**

**QUESTION: 52**

Which two statements about Cisco Unified Presence integration are true? (Choose two.)

- A. Cisco Unified Communications Manager 5.x/6.x standalone supports the Cisco IP Phone Messenger Application.
- B. Native presence features include speed-dial presence, call history presence, and presence policy. They can be implemented without any extra hardware on Cisco Unified Communications Manager 5.x/6.x.
- C. Cisco Unified Personal Communicator provides a single interface for voice and video calls, voicemail playback, web conferencing, and integrated directories. In order to implement these features you will need Cisco Unified Communications Manager 5.x/6.x, Cisco Unified Presence, Cisco Unified Personal Communicator, Cisco Unified Meeting Place Express, and Cisco Unity Connection.
- D. In order to integrate Microsoft Office Communicator and Office Communications Server, you will need Cisco Unity Connection.

**Answer: B, C**

**QUESTION: 53**

A potential customer requests a reliable, cost-effective method of monitoring and evaluating the quality of voice in Cisco Unified Communications solutions. This customer needs a tool which continuously monitors active calls supported by the Cisco Unified Communications system and provides near-real-time notification when the voice quality of a call, represented as end-user experience expressed by a Mean Opinion Score, fails to meet a user-defined quality threshold. Which of the following tools should an account manager propose?

- A. Cisco netManager Unified Communications
- B. Cisco Voice Provisioning Tool
- C. Cisco Unified Service Monitor, which includes Cisco 1040 sensors
- D. Cisco Smart Care Services
- E. Cisco Network Analysis Module

**Answer: C**

**QUESTION: 54**

A customer requires a software-based call-processing agent that extends enterprise telephony features and capabilities to packet telephony network devices. Which application would meet

the needs of this customer?

- A. Cisco Unity Express
- B. Cisco Unity Unified Messaging
- C. Cisco Unified Contact Center
- D. Cisco IP telephony
- E. Cisco Unified Communications Manager

**Answer:** E

**QUESTION: 55**

A large enterprise customer has the following description: nearly 25,000 employees headquarters in Europe branches in the US, Middle East, and Asia desire to deploy IP telephony voice, video, web sessions with up to 600 users Which two solutions are most appropriate for this customer? (Choose two.)

- A. Installation of one or more Cisco Unified Communications Manager clusters
- B. Installation of Cisco Unified Communications Manager Express on multiple Cisco 3845 Integrated Services Routers
- C. Cisco Unified MeetingPlace Express
- D. Cisco Unified MeetingPlace
- E. Cisco Unified Contact Center Hosted
- F. WebEx

**Answer:** A, D

**QUESTION: 56**

Which components are included in Cisco Unified Communications Manager Business Edition?

- A. Cisco Unified Communications Manager, Cisco Unified Contact Center Express, Cisco MCS 7828 Media Convergence Server
- B. Cisco Unified Communications Manager, Cisco Unified MeetingPlace Express, Cisco MCS 7828 Media Convergence Server
- C. Cisco Unified Communications Manager, Cisco Unified Connection, Cisco MCS 7828 Media Convergence Server
- D. Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Unified Contact Center Express
- E. Cisco Unity Connection, Cisco Unified Contact Center Express, Cisco Unified

MeetingPlace Express

**Answer:** C

**QUESTION:** 57

Which pair of capabilities do Cisco Catalyst 2960 Series Switches provide?

- A. Modular architecture and VPN access
- B. Wire-speed Fast Ethernet and Gigabit Ethernet connectivity
- C. Advanced QoS and multilayer switching
- D. Network intelligent services, while maintaining the simplicity of traditional LAN switching

**Answer:** B

**QUESTION:** 58

A car retailer has a traditional phone system. The retailer's telecommunications manager is currently evaluating whether to invest in an IP-enabled phone system or in Cisco Unified Communications. During a meeting the systems administrator explained that the data network infrastructure will soon be updated due to frequent outages. Why might this customer benefit the most from a Cisco Unified Communications solution?

- A. Reduced costs with a converged network
- B. Improved productivity from potential end-user applications
- C. Geographic flexibility
- D. Reduced costs for adds, moves, and changes

**Answer:** A

**QUESTION:** 59

A converged network uses packet-switching instead of TDM. What is the main advantage of this transmission technology?

- A. Packet-switching provides better quality of service than time-division-multiplexing.
- B. Packet-switched networks require lower bandwidth without a dedicated network connection.
- C. Packet-switched networks are inherently designed for VoIP integration.
- D. Packet-switched networks converge faster in case of network failures.

**Answer: B**

**QUESTION: 60**

To find out if the customer is experiencing problems with its IP-enabled PBX because of an overtaxed TDM bus, which question is the best to ask?

- A. Are you experiencing a delay in receiving a dial tone or is there no dial tone at all?
- B. Is the sound quality of your calls becoming increasingly worse?
- C. Are you unable to make long-distance calls at certain times of the day?
- D. Are you experiencing any echoing noise during calls?

**Answer: A**

**QUESTION: 61**

Read the customer objection and choose the best response. Chief financial officer: Convergence sounds good in theory. What exactly does it give me, though? I want to talk in terms of business justification.

- A. Convergence is just one of several tangible benefits that you realize in terms of cost savings in the near term.
- B. Convergence can empower a business to reduce infrastructure, staffing, and facilities costs to produce a quick ROI.
- C. Convergence will enable your organization to run highly customized reports across multiple systems.
- D. Convergence is the direction in which the market is going; it makes more sense to do it sooner rather than later.

**Answer: B**

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